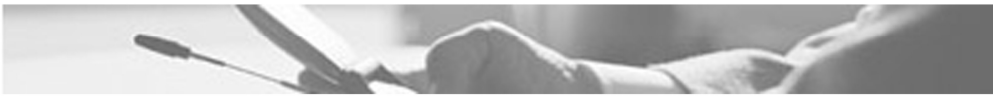
telliris
telephone time and labor data collection



Telliris Attend™ Enterprise Series

No other telephone-based data collection system offers the capability and reliability of the Telliris Attend enterprise series.

Scalability is unlimited. Each server handles up to 192 ports. A port is equivalent to a traditional time terminal, thus one way of thinking of the Enterprise Series is to think it as handling up to 192 simultaneous users / similar to 192 clocks. Telliris Attend Enterprise Series is the best choice for organizations of any size.

The Enterprise Series is fault-resilient. Its redundant architecture ensures time and labor data is always captured and stored.

Industry Applications

Increasingly, companies in many industries are implementing multi-channel, automated time and attendance data collection strategies to drive down labor costs and increase workforce efficiency.

The ubiquity of telephones and cell phones makes IVR data collection a natural choice for employers with remote and mobile workers or a campus environment, such as

- Agriculture and Construction
- Equipment Service and Repair
- Field Service Organizations
- Facilities Management Firms
- Hospitals and Home Health
- K-12 School Systems
- Manufacturing
- Temporary Staffing
- Universities and Colleges

Common Situations and Solutions

- **Mobile, Remote, Disbursed Workforce:**
  These employees are ideal candidates to use the telephone. Telephones are everywhere. If it's impractical to place a time clock, badge reader, or PC at the employees location, the telephone is a natural solution

- **Installing Many Clocks is Impractical:**
  In multi-building work environments such as hospitals and universities, the cost of installing many clocks is cost prohibitive. Telliris Attend is a more cost effective solution.

- **PDA's are too costly:**
  The high cost of acquiring, maintaining and replacing mobile devices can be difficult to cost justify. Telephone-based time collection is an economical alternative to mobile devices.

Intuitive and Easy to Use

- ***Best Practices Call Dialogue:*** The systems call dialog is designed to support your time and labor data collection requirements.

- ***Professional Audio Prompts:*** All menus, prompts, and messages are supplied with the system. They are recorded by professional voice talent. The professional audio is in tune with our best practices user interface.

- ***Audio Confirmation Messages:*** Audible confirmation is provided throughout the call dialog. This is both for validation, such as badge number entry, job codes, department codes, and for indicating that the transaction was accepted. In certain instances such as absence reporting, a confirmation number can be issued at the end of each transaction.

- ***Type Ahead:*** Callers can "key ahead" data without hearing all the prompts. For standard clock-in, the call takes 10 seconds from start to finish. The only prompt they need to hear is "clock-in accepted".

- ***Individual or Employer Wide Messaging:*** Messages can be sent to individual users or groups of users. They are presented automatically at the beginning of the call.

- ***Multiple Languages:*** For organizations that need it, the system handles multiple languages. The multi-lingual call dialog enables users to select their preferred language.

Data Collection Modes

Telliris Attend is pre-integrated with time and attendance / workforce management software systems. The data collection method is designed and implemented specific to each of our time and attendance software partners. The result is fully automated and reliable communication between the systems.

- Online: Transactions are updated in the time and attendance system immediately. Many Telliris Attend systems are pre-integrated using this mode.
- Offline: Data between systems is transferred on a periodic basis. All Telliris Attend systems have an on-board MS-SQL Server database. In this mode, the time and attendance system treats Telliris Attend like a clock server.
- Stand alone: If the connection between systems is out-of-service Telliris Attend continues operating as usual. Once the time and attendance system is available, transactions since the last transfer are transmitted.

High Availability

The system utilizes a redundant / fault-tolerant architecture. It is designed for telecommunications processing with continuous 24x7 operation

- Redundant CPU Processors
- Redundant SCSI Hard Disks
- Redundant Power Supplies
- Redundant LAN Network Interfaces

Telecommunications Interface

A wide array of telecom interfaces reduces the cost of deployment. This allows the system to be connected to the lowest cost PBX / telco trunks at your organization.

- Analog
- T-1
- E-1
- Primary Rate ISDN

Proprietary PBX Interface

For environments where employees use the system "on site" such as on a campus, the system can be configured to support proprietary PBX signaling protocols. This can reduce the cost of implementation by eliminating PBX upgrades.

- Avaya Definity G3, G2, G1, System 85, System 75
- Mitel SX-50, SX-200ML, SX-2000
- Nortel Norstar, Meridian 1
- Siemens Hicom 150, Hicom 300, CBX 900 Series

Data Communication

Telliris Attend is integrated with the time and attendance / workforce management system using each time and attendance / workforce management partners preferred method.

- Flat File
- Time and Attendance API Library
- Web Services
- XML

Field Serviceable and Upgradeable

The system can be serviced in the field and remotely

- Upgradeable Line Capacity: As a workforce grows, the system capacity can be expanded.
- Hot-swappable Disks: The systems disks can be removed and replaced without stopping the system.
- Hot-Swappable Power Supplies: The power supplies can be replaced without stopping the system.

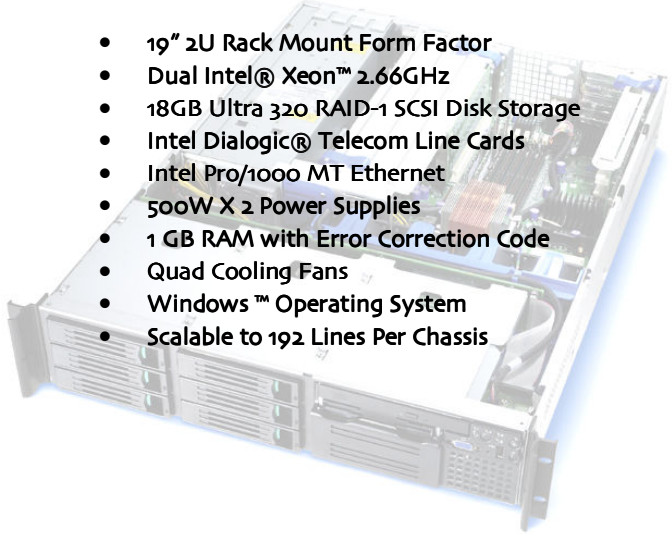
System Administration

Remote Monitoring & Administration

- Monitoring: During operation, the system logs data which can be accessed remotely. The data ranges from voltages, temperatures, and hardware errors, through O/S, database and application health.
- Administration: The system is fully supported and maintained via remote access. Periodic maintenance is needed infrequently. The system requires no active administration.

System Platform

Fault Resilient Redundant Architecture



- **19" 2U Rack Mount Form Factor**
- **Dual Intel® Xeon™ 2.66GHz**
- **18GB Ultra 320 RAID-1 SCSI Disk Storage**
- **Intel Dialogic® Telecom Line Cards**
- **Intel Pro/1000 MT Ethernet**
- **500W X 2 Power Supplies**
- **1 GB RAM with Error Correction Code**
- **Quad Cooling Fans**
- **Windows ™ Operating System**
- **Scalable to 192 Lines Per Chassis**